

**Press release****Launch of myΔΕΔΔΗΕ services  
A new digital services platform for quick  
customer support**

A new customer support platform, myΔΕΔΔΗΕ services, is now operational, allowing all citizens to submit requests to HEDNO quickly, easily, and digitally.

The platform's first available service, launching on September 3, 2025, is the "Low Voltage New Connection Request", allowing customers to submit their applications conveniently from home or the office, without the need for in-person visits or waiting in queues. The process ensures full transparency and provides real-time updates on the status and progress of each application.

This new tool is part of HEDNO's strategic direction toward the digitalization of its operations and the improvement of customer experience. Through myΔΕΔΔΗΕ services, users are given access to a personalized environment where they can view all their applications and related data in one place, leading to an upgraded and more efficient service experience. This approach ensures transparency at every stage of the application and provides real-time information, even in cases where delays are due to approvals required from other public authorities, in accordance with applicable legislation.

The platform is the result of an extensive and demanding development effort, involving the coordinated collaboration of all relevant Company departments and divisions throughout its design and implementation phases.

HEDNO's CEO, Mr. A. Manos, stated: "myΔΕΔΔΗΕ services is the tangible embodiment of our vision for a digitally advanced and truly customer-centric HEDNO. Our priority is to deliver immediate, efficient, and user-friendly digital tools that respond to the evolving needs of today's customers. We are consistently harnessing new technologies—not only to build a resilient and intelligent grid that will underpin the country's green energy transition, but also to provide services that meaningfully enhance the quality of life for all citizens."



This application marks the first in a series of services that will be gradually integrated into the new platform. By the end of the year, all core services are expected to be added, such as power increase/reduction for existing connections, two-zone (time-of-use) tariff activation, merging/splitting of supply points, connecting electric vehicle chargers to the network, etc.

HEDNO continues to invest in innovation and service quality, aiming to provide citizens with services that meet the demands of the digital age.

Watch the video here: <https://youtu.be/daNX1yMFqbg>

Athens,  
3 September 2025

Press Office